

I-T department addresses 85% of taxpayers' grievances

Committing to improve the quality of service, the income tax department on Wednesday said it has addressed 85 per cent of the taxpayers' grievances and is working to improve the systems further.

"The disposal of grievances received through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has improved considerably. From April 1, 2014 to July 22, 2015 the overall disposal rate of grievances received on public grievances portal of the government works out to 85 per cent," a release said.

The tax department is committed to timely delivery of quality taxpayer services and time bound disposal of grievances, it said, adding that the mechanism "will be closely reviewed from time to time".

The multi-layered grievance redressal mechanism of the income tax department includes CPGRAMS, Aayakar Seva Kendras (ASK) and online grievance redressal through central processing centre (CPC).

The department also reviewed disposal of rectification applications where the number of pending cases was considerably high, the release said, adding "at the end of first quarter of the current financial year, 65 per cent of the rectification applications received in the department were disposed of".

The department is also working on improving systems to reduce the time taken in disposal of rectification applications.

Observing that the grievance redressal is a major aspect of citizen centric governance, the release said, the Central Action Plan 2015-16 of the income tax department was discussed at the annual general conference of senior officers on May 25-26.

The department has established 250 ASK Centres across the country to facilitate delivery of services identified in the citizen's charter to the taxpayers and a road map was being readied for additionally establishing 58 ASK centres during the current fiscal.

The department has also decided to step up training and refresher programmes for the officials working at ASK centres.

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